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ARIZONA CORPORATION COMMISSION

June 30, 2021

RE: In the matter of Proposed Modifications to the Rules Regarding Termination of Service (Docket No. RU-00000A-19-0132)

My Fellow Commissioners, Staff, and All Interested Parties:

This letter is a follow-up to the letter I filed on June 23, 2021, which requested each commissioner's office and the director of the Utilities Division be kept informed of all developments.

As commissioners, we have a duty to ensure all decisions are based on data and take public health and safety into consideration, as well as the financial health and wellbeing of our most vulnerable customers.

To accomplish these objectives, we need all the information we can gather, but we also need to protect the personal information and privacy of those who have been impacted and ensure that all information is used for specific purposes within the Commission's jurisdiction, such as the pending rulemaking.

To this end, I believe all information that can be shared with the public should be shared, and that all activities the Commission engages in with respect to the pending matter should be as open and transparent as possible, while at the same time ensuring that the families that may have been impacted and their personal life circumstances are given the utmost privacy and respect that they deserve.

Therefore, I am requesting the director of the Utilities Division aggregate the information we receive and file it in the docket as a report as soon as possible in the first week of July.

In the report, I ask the director, without naming any individuals or disclosing any personally identifiable information, provide all of the following information that can help with the pending rulemaking:

- The total number of incidents that occurred year-to-date, disaggregated by the severity of each incident, such as heat-related death or heat-related illness;
- The dates, times, locations, and temperatures of each of the incidents;
- Among the incidents, the number of customers that were tenants or homeowners;
- Among the incidents, the number of incidents wherein there was an AC unit on the premise versus the number of incidents wherein there was no AC unit on the premise;
- Among the incidents wherein there was an AC unit on the premise, the number of incidents wherein the AC unit had power but was not operational, such as due to a malfunction, the number of incidents wherein the AC unit had power but was not in use, such as due to consumer choice or an effort to conserve energy, and the number of incidents wherein the AC unit did not have power, such as due to a planned or unplanned outage or a disconnection for nonpayment;
 - Among the incidents wherein the AC unit had power but was not operational, the number of incidents wherein the customer was a tenant and had an outstanding work order or maintenance request pending with the landlord to repair the broken AC unit, if known;
 - Among the incidents wherein the AC unit had power but was not in use, data related to the type of rate plan each customer was on, such as standard energy-only rates, time of use rates, or demand rates, and whether each customer was or was not on their "most economic" rate plan, if known;

- Among the incidents wherein the AC unit did not have power due to a disconnection for nonpayment, the number of incidents wherein the customer benefited from the Commission's 2019 summer or 2020 COVID-19 disconnect moratoria;
- Among the incidents wherein the AC unit did not have power due to a disconnection for nonpayment, the number of customers that had been automatically enrolled in the deferred payment plan the Commission established in 2020 or any other payment arrangement offered by the utility;
- Among the incidents wherein the AC unit did not have power due to a disconnection for nonpayment, data regarding the amount in arrears at the time of the disconnection, the number of past disconnections that have been made at the customers' address since the customer first established service, the number of notices the customer received prior to the disconnection, the forms of communication utilized to provide such notifications; and the number of missed payments related to the deferred payment plan established by the Commission in 2020 or other payment arrangement offered by the utility;
- Among the incidents, the age of the individual and whether the individual had any known medical devices or conditions that were reported to the utility;
- Among the incidents, data regarding the number of customers that were enrolled in a low-income discount program or energy efficiency program that was available to the customer or that the customer otherwise could have been eligible for;
- Among the incidents, the number of incidents wherein the electric service provider was an investor-owned utility versus the number of incidents wherein the electric service provider was a member-owned electric distribution cooperative; and
- Any other aggregate data or information Staff deems relevant to the Commission's evaluation and development of permanent disconnect rules and other Commission policies.

I request this report be completed by the first week of July and updated every month thereafter until the end of the 2021 summer disconnect moratorium on October 15, 2021.

Sincerely,



Lea Márquez Peterson
Chairwoman

